

Accessing Health Care on Fort Bragg

2005 Womack Army Medical Center Public Affairs Office

Updated April 26, 2005

WELCOME TO WOMACK ARMY MEDICAL CENTER. WE ARE HERE TO SERVE THE MEDICAL NEEDS OF ACTIVE DUTY SERVICE MEMBERS AND THEIR FAMILIES, AS WELL AS OUR RETIREES AND THEIR FAMILIES. WE WANT THIS TO BE AN EASY PROCESS. THE FOLLOWING IS A RESOURCE GUIDE TO ACCESSING YOUR HEALTH CARE.

STEP 1

Update your information in the DEERS (Defense Enrollment Eligibility Reporting System) Data base. You can do this by calling 1-800-538-9552 or by visiting the post ID Card Facility, which is located off Normandy Drive, 910-396-9339.

STEP 2

Enroll in TRICARE Prime

Eligible beneficiaries may call 1-877-TRICARE to request an enrollment packet or stop by the TRICARE Service Center (TSC) weekdays between 7:30 a.m. and 4:30 p.m., located at Womack Army Medical Center, on the first floor by the Emergency Department. You may also enroll at your clinic.

TRICARE OPTIONS

TRICARE Prime is the only option active-duty family members, retirees and their families who are not Medicare eligible need to enroll in. Active-duty family members are automatically enrolled after filling out the enrollment form. Active-duty family members do not have an enrollment fee. Retirees pay \$230 per year for themselves or \$460 for the entire family to receive healthcare.

TRICARE Extra saves money but it limits your choice of providers. You may only use authorized civilian providers. There is no enrollment process for TRICARE Standard or TRICARE Extra.

TRICARE Standard offers the most choice of providers at the highest cost. Family members and retirees pay current deductibles and cost shares.

STEP 3

Clinic Enrollment

Active Duty Service Members are assigned to Primary Care Clinics by units. Their families will be assigned to the same clinic after they are enrolled in TRICARE Prime. Our primary care clinics are your entry point into the

healthcare system. You are strongly encouraged to visit your primary care clinic for clinic orientation and in-processing.

Medical Records

Medical records will be kept at your clinic. This enables us to keep them updated and periodically reviewed to ensure you receive quality care. The records section of each clinic must receive a signed patient consent form for all patients 18 years of age or older before medical records can be signed out to another adult.

Records will be delivered to specialty clinics for all scheduled appointments. Patients will no longer need to pick up their records from their primary care clinics prior to specialty appointments. We ask all patients who have their records in their possession to turn them in immediately. (910) 907-7179.



Womack Army Medical Center Telephone Directory

Information Desk (910) 907-WAMC(9262)/6000

Active Duty Family Member Dental Plan

United Concordia 1-800-866-8499

Retiree Dental Plan 1-888-838-8737, Option 2

Beneficiary Claims Inquiries 1-800-493-1613

TRICARE Service Center 1-877-TRICARE
1-877-874-2273

Patient Appointments (910) 907-APPT (2778)

Exceptional Family Member Program (EFMP) – (910) 907-EFMP

Early Intervention Services (EIS) Program – (910) 907-EDIS (3347)

Pharmacy Refill Call-in- (910) 907-7676 / toll free 1-888-316-8639

Womack Public Affairs/Marketing Office,
(910) 907-7247/9922

Wellness Center: (910) 907-9355

TRICARE Service Center: 1-877-TRICARE

Admissions: (910) 907-7078

Blood Donor Center, (910)396-9925

Emergency Department: (910) 907-6559

Health Benefits Advisors: (910) 907-6778/6926

SCHEDULING APPOINTMENTS

To make a primary care appointment during the duty day, patients should call their assigned clinic's appointment line (see clinic information for phone numbers.) Primary Care Clinic Appointment Lines are open from 7:00 a.m. —4:30 p.m. to book routine and wellness appointments. For an acute appointment at your primary clinic, you should call between 7:00 a.m. and 4:30 p.m. Beginning at 4:00 p.m. and on weekends, same day appointments will be booked through the Acute Minor Illness Clinic by calling 907-APPT (2778). To book a specialty appointment, you must first receive a referral from your primary care provider, then call the TRICARE appointment line at 1-877-TRICARE to book your appointment.

HEALTHCARE ADVICE NURSES

Patients enrolled in Womack Family Medicine, Clark Health Clinic, Joel and Robinson Health Clinics may call the advice nurse at your clinic during normal duty hours.

Clark Health Clinic, 907-2575

Joel Health and Dental Clinic, 907-5635

Robinson Health Clinic, 907-8282

Womack Family Medicine Clinic, 907-6451

WOMACK ARMY MEDICAL CENTER EMERGENCY DEPARTMENT

An emergency is defined as "a medical condition that arises suddenly and threatens the life or the welfare of a person or a group of people, a natural disaster or a medical crisis." Examples may include: heart attacks, automobile injuries, poisonings, burns, injuries caused by violence, animal bites, broken bones, chest pains/shortness of breath and severe depression.

The Womack Army Medical Center Emergency Department is for emergencies. Patients that come into the Emergency Department with non-urgent and non-emergent cases will be seen by a medical care provider after all urgent care have been seen. These patients might have a waiting time ranging anywhere from 45 minutes to many hours depending on the type of cases that are being treated. Acute Minor Illness Clinic, located on the first floor beside the Emergency Department, handles acute/same day appointments. This clinic is open Monday through Friday from 4:00 p.m. until midnight and on weekends and holidays from 9:00 a.m. until 9:00 p.m.

For primary care appointments, contact the clinic where you receive your care. Prior to using the Emergency Department, call to get an appointment at your clinic.

After hours, call (910) 907-APPT (2778) for an appointment in the Acute Minor Illness Clinic.

ACCESSING CARE AFTER HOURS

The Acute Minor Illness Clinic (AMIC), 1st Floor, beside the Emergency Department, is open 4:00 p.m. - 12:00 p.m. Monday through Friday and from 9:00 a.m. to 9:00 p.m. on holidays, Saturdays and Sundays. The clinic is designed to bridge the gap between routine care, which should be sought in the patient's own primary care clinic and the Emergency Department. AMIC offers same day evaluations for illnesses which are acute, but not urgent.

The number of appointments in the AMIC are limited, so patients are urged to utilize their primary care clinic as a first line of defense. Four of Womack's primary care clinics have evening hours. Patients should first attempt to make a same day appointment at one of these clinics. If no appointments are available in the assigned clinic, the patient should seek an evaluation in the AMIC.

AMIC appointments may be booked by calling 907-APPT (2778), the Womack appointment line, from 4:00 pm to 11:30 p.m. on weekdays, and 7:00 a.m. to 8:30 p.m. on weekends and holidays. Outside those times, persons may walk into the clinic, but using this option may result in longer wait times. For more information, call your primary care clinic.

PRIMARY CARE CLINICS

Joel Health and Dental Clinic



Soldiers and family members assigned to Joel include: 1st Corps Support Command, 18th Aviation Brigade, 44th Medical Brigade, 229th Aviation Regiment and US Army Parachute Team. Active duty soldiers of 18th Personnel Support Battalion, Retirees enrolled in TRICARE Prime.

Location: Bldg M4861, Logistics Avenue

Phone: 907-Joel

Hours: Monday through Wednesday, 8:00 a.m. to 8:00 p.m. Thursday and Friday, 8:00 a.m. to 5:00 p.m. Sick Call begins at 6:45 a.m.

Appointments: call, 907-JOEL (5635), option 1 during regular hours. After hours, call 907-APPT.

ROBINSON HEALTH CLINIC



Soldiers and families assigned to Robinson Health Clinic are assigned to the 82nd Airborne Division.

Location: BLDG C-1722
(at the intersection of Gruber Road and Longstreet)

Phone: 907-8282
Sick call, 6:30 to 7:30 a.m.

Hours: Monday, Tuesday and Friday, 7:30 a.m. to 4:30 pm. Wednesdays and Thursdays 7:30 a.m. —8:00 p.m.

Appointments: Call 907-8282, option 1 for family members; option 2 for active duty. After hours, call 907-APPT.

Mental healthcare: 82nd Airborne Division soldiers should contact the Robinson Health Clinic at (910) 907-9486. All other active duty soldiers, family members, eligible retirees & their families can access mental healthcare through the TRICARE Service Center.

CLARK HEALTH CLINIC



Soldiers assigned to Clark Health Clinic are assigned to the following units: 35th Signal Brigade, XVIII Corps Artillery (Airborne), 20th Engineer Brigade, 35th Signal Brigade, United States Army Special Operations Command and TRICARE Prime retirees and their families.

Location: BLDG 5-4257
Bastogne Street

Phone: 907-CLRK (2575)

Hours: Monday through Friday, 8:00 a.m. to 8:00 p.m. Sick Call: 6:30 to 7:30 a.m.

Appointments: 907-2575, Option 1; Health Care Advice Nurse, Option 3.

WOMACK FAMILY MEDICINE CLINIC

Active duty and family members of Dragon Brigade, WAMC, DENTAC, 16th Military Police Brigade, 525th Military Intelligence Brigade, U.S. Army Garrison, XVIII Airborne Corps Headquarters, JSOC, SOTF, TEXCOM, 18th personnel Group, 107th Finance, 126th Finance, 1st Chemical, US Trial Defense, 18th EOD, NCO Academy, NBC, 297th MI, ROTC Active duty only: 101st Chem; 108th MP; 10th MP Det (CID); 1112th Signal; 118th MP; 122nd PWIC; 174th ISE (MI); 18th CFG; 18th CORP MI SPT ELEM; 18th EOD; 19th Replacement Det; 1st BCD; 21st MP; 22nd MPAD; 319th MI; 503rd MP (HHD); 519th LRSC; 519th MI BN; 65th MP; FORSCOM (FAISA); NC FLIGHT DET NBC.

Location: WAMC 1st Floor Clinic Mall

Phone: 907-6451

Hours: Monday, Tuesday and Thursday from 8:00 a.m. to 8:00 p.m.; Wednesday and Friday from 8:00 a.m. to 4:30 p.m.

Sick Call: 6:30 to 7:30 a.m.

Appointments: 907-2778, option 5

Health Care Advice Nurse: 907-6877, option 1



FORT BRAGG FISHER HOUSE

"We make a living by what we earn, but we make a life by what we give." Those words have been attributed to Sir Winston Churchill, but they sum up the life of the late Zachary Fisher and his wife, Elizabeth, who established the Zachary and Elizabeth Fisher House Program.

We presently have Soldiers serving all over the world, including many from Fort Bragg. In the event that an injured Soldier requires long-term care, it is the policy of the army to get the Soldier as close to their home base as possible for specialized medical care. However, the nearest Military Treatment Facility could still be many miles away from the Soldier's family.

During treatment and recovery periods, expenses incurred for travel and lodging by a Soldier's family may become financially exhausting.

Fisher House Foundation donates "comfort homes" as a "home away from home" to enable family members to be close to a loved one during their hospitalization for an unexpected illness, disease or injury. Fort Bragg Fisher House is a non-profit organization and receives no government dollars and is funded solely by corporate or private donations.

At Fort Bragg, families of persons undergoing medical treatment at Womack Army Medical Center can stay at the house for a cost of \$10 per night. The fee may be waived.

For more information about the Fisher House, call (910) 432-1486.

POPE AIR FORCE BASE/ TMC 14/PEDIATRICS

Active Duty Air Force members and their families and retirees are assigned to **Pope Clinic**.

Location: 379 Maynard St

Hours: 7:15 a.m. to 4:15 p.m.

Appointment Line: 1-800-931-9501 (TRICARE Mid Atlantic Region).

Active Duty Soldiers training at Camp Mackall are assigned to **TMC 14**.

Location: Camp Mackall

Phone: 396-8115 Fax. Ext. 1448

Pediatric patients may be assigned to the Pediatrics Clinic or a primary care clinic.

Location: WAMC Clinic Mall at the All American Expressway Entrance.
907-7337

Womack's Internet Address For

Current information:

www.wamc.amedd.army.mil

TRICARE Information:

TRICAREonline.com

www.healthnetfederalservices.com

Welcome to the Department of OB/GYN

Clinic Hours of Operation are as follows:

-Monday through Friday 7:30 a.m. until 4:30 p.m.

-Holidays, weekends and after hours the clinic is closed.

-Clinic appointments are daily from 8:00 a.m. until 4:00 p.m.

-Evening appointments available on Tuesday and Thursday for the Midwives and Nurse Practitioners

-Active Duty sick call 7:30 a.m. until 8:30 a.m. Monday-Friday for OB enrolled patients only.

Important Phone Numbers

Telephone Messages for the Red, White, Blue Team 907-8333

Red Team – Option # 4

White Team- Option # 5

Blue Team – Option #3

-We have Spanish speaking nurses and doctors available for our Spanish speaking patients.

- Booking appointments for OB/GYN and Midwife Clinic - 907-8333

-Acute Care/Same day appointments are made by the OB/GYN Advice Nurse, first appointment starts at 9:00 a.m. and the last appointment is at 3:45 p.m. 910-907-8778

-OB/GYN Advice Nurse Hours are 8:00 a.m. until 11:00 a.m. and 1:00p.m. until 3:30 p.m. (Monday – Friday) 910-907-8778. The OB Advice Nurse is available for questions on lab results, medical questions related to OB, and scheduling Acute Care appointments.

- If you leave a message for the Advice Nurse during normal duty hours, your call will be returned by the end of the day. If your call is after working hours or on a holiday, we will call you as soon as possible on the first day of business.

-For After Hours emergencies the point of contact for pregnant patients under 20 weeks is the Emergency Department and patients above 20 weeks the Birthing Unit.

Appointment Policy

We are committed to providing you with excellent care. We know your time is valuable and we will make every effort to see you in a timely manner.

There are two ways to enter the OB/GYN Department. Patients seeing our OB doctors, Midwives and Nurse Practitioners for OB appointments will check in on the OB clinic side.

Patients seeing our Providers for Active Duty Sick Call, Acute/Same Day Appointments or GYN appointments will check in on the Midwifery clinic side. When booking your appointments please make sure you know which side you need to check in through.

If you have a particular provider you would like to see, we will attempt to schedule you with that provider for your appointments. To ensure that the provider will be available to care for you, please book your appointments ahead of schedule and not wait until the last moment possible. Remember that providers do take vacation time and can be sick; therefore we can not promise 100% of your appointments with that provider.

Acute Care appointments are scheduled with the provider that is assigned for the acute care clinic that day (so it may not be with your usual provider).

All patients are asked to report to the clinic 15 minutes prior to the appointment time. OB orientation appointment is scheduled for 45-60 minute with a Nurse, not a provider. New OB physicals are scheduled with a Health Care Provider (Midwife, Nurse Practitioner) and will last for 45 minutes. Return OB appointments are 15 minutes in length and Post Partum appointments are 20 minutes in length. We ask that you not bring your children for the OB Orientation or OB physical appointments.

If you are late for your appointment, you will be asked to reschedule or asked to wait until the provider's morning clinic or afternoon clinic has ended to be seen.

Where are we?

OB/GYN and Nurse Midwifery Services: We are located in the mall section of the building at the All American Expressway. The Midwifery Clinic is the first clinic after the Pediatric Acute Care Clinic. The OB/GYN clinic is immediately following, next to the outpatient pharmacy. Phone number 910-907-8333.

FORT BRAGG BLOOD DONOR CENTER

“GIVE THE GIFT OF LIFE”



DID YOU KNOW that Fort Bragg has a Blood Donor Center? While the Blood Donor Center is a vital part of Womack Army Medical Center, the mission of center expands around the globe.

The Fort Bragg Blood Donor Center has a mission to provide blood and blood components for our troops abroad as well as maintain a level of blood and blood components for designated troops located at Fort Bragg. In conjunction with supporting our troops on the battlefield, the Blood Donor Center must maintain a required level of blood and blood components for the treatment of patients at Womack Army Medical Center to include O Negative Red Blood Cells for our Womack Babies.

In addition to Whole Blood collections, the Blood Donor Center has an active Platelet Pheresis Program. The primary function of platelets in the body is to control bleeding. Transfused platelets are vital to many cancer patients, particularly those undergoing chemotherapy. While the process takes approximately two hours, donors can sit back, relax and enjoy a movie. This program is in constant need of new donors!

With only 5% of eligible blood donors providing the gift of life on a regular basis the need to maintain or increase donor collections is continuous.

You can make a difference! The Army is charged with the responsibility of providing from its **own** resources, the blood requirements for all Soldiers and patients receiving care on the battlefield or in its Military Treatment Facilities.

If you or your organization would like to help contribute to this program personally or by scheduling a blood drive please call the Fort Bragg Blood Donor at 396-9925/396-4871.



Welcome to TRICARE Online!

ACCESS REGISTRATION

TRICAREOnline.com (TOL) links you and your family to healthcare services, resources, and information through a secure internet environment.

Registration on TRICAREOnline.com is easy.

1. Go to www.TRICAREOnline.Com
2. Read the Online Privacy and Security Policy and click “I AGREE”
3. Click “Site Registration”
4. Click “Patient Registration Only (Beneficiary)”
5. Read the disclaimer and click “I AGREE”
6. Follow the directions on the screen to complete your registration

TRICAREOnline.com provides a wealth of information and functionality, including the ability to:

- Schedule appointments at any time
- View directions, maps, contact information, and clinic hours
- View TRICARE Programss such as dental and pharmacy services
- Create your own personal health journal

For questions regarding:

TRICARE Information Service
(Beneficiary & Program Information) 1-888-363-2273
www.tricare.osd.mil

DMDC Support Office
(DEERS eligibility) 1-800-538-9552

TRICARE Mail Order Program
(Pharmacy) 1-866-363-8667

TRICARE Retail Pharmacy
Program 1-866-363-8779

MHS Helpdesk (Technical
problems) 1-800-600-9332
210-767-5250 (direct)